

CITY OF ATLANTA DEPARTMENT OF AVIATION

A PRESENTATION FOR ATLANTA CITY COUNCIL
TRANSPORTATION COMMITTEE

Quarterly Report | June 14, 2017

VISION

To be the global leader in airport efficiency and customer service excellence.

MISSION

Our mission is to provide the Atlanta region a safe, secure and cost-competitive gateway to the world that drives economic development, operates with the highest level of customer service and efficiency, and exercises fiscal and environmental responsibility.

Department of Aviation Quarterly Report

ATL's Strategic Priorities



Employees

- Leverage our best assets – our personnel – by creating and fostering a work environment conducive to employee growth, job efficiency and success.



Customers

- Nurture an environment where exceeding customer expectations is the norm, not the exception.



Finance

- Preserve our financial balance, control expenses, grow income and manage debt.



Economic Generation

- Create jobs by growing air cargo, moving forward with capital development and maintaining the world's busiest airport status while strengthening partnerships.



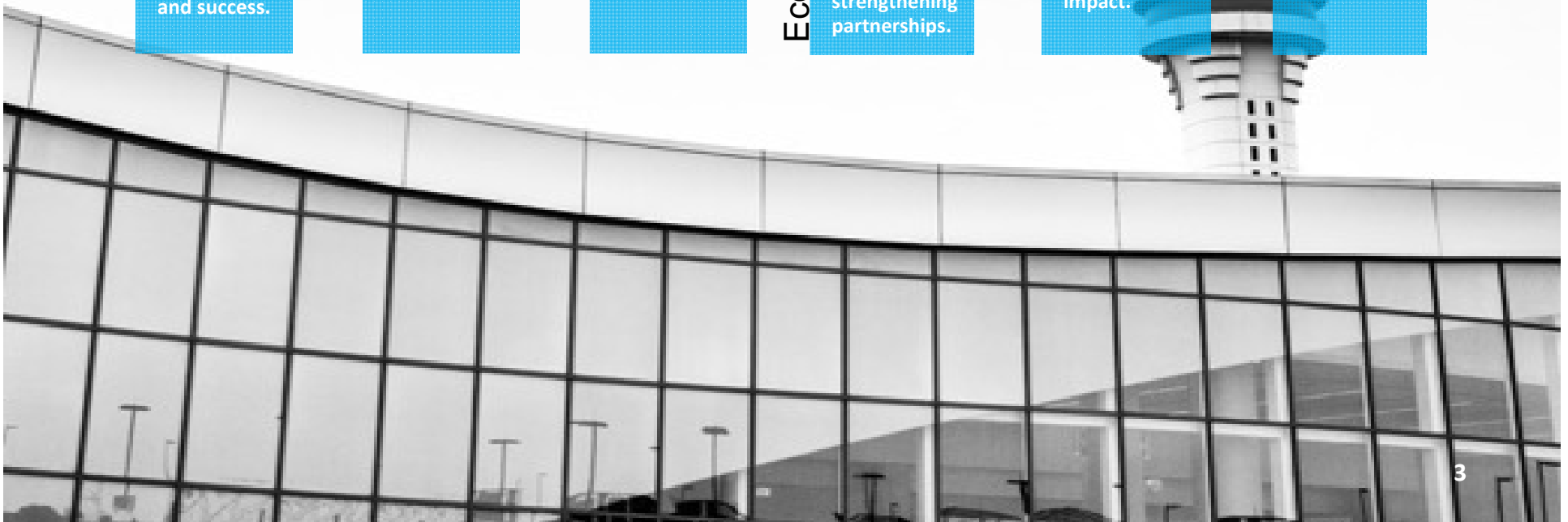
Environment

- Become one of the greenest airports in the world by demonstrating leadership in unique, innovative ways that minimize environmental impact.



Safety & Security

- Continue to focus on providing a safe and secure environment for our passengers, employees and guests.



Department of Aviation Quarterly Report

Agenda

Safety and Security

- Automated Screening Lanes (Smart Lanes)
- Human Trafficking Training/Global Hero Award
- StormReady Certification

Customer Service

- Transportation Network Companies Update

Finance

- Business and Finance Update

Economic Generation

- Terminal Modernization
- Other ATLNext Projects
- Air Service Development
- Sister Airport Agreement: Jamaica
- Airport Community Job Fair

Environment

- GreeningATL Excellence Awards



Safety and Security

Automated Screening Lanes (Smart Lanes)

Smart Lanes Installation: April 26

- Project completed ahead of schedule (target date was May 5).
- In total, ATL has 22 Smart Lanes and five standard lanes in the Domestic Terminal.
- Smart Lanes have increased passenger screening capacity by as much as 30%.

Congressional Testimony: April 27

- Airport General Manager testified in D.C. before a House subcommittee.
- ATL was the first airport in the nation to test Smart Lanes as part of a pilot project between Delta Air Lines, the Transportation Security Administration and the City of Atlanta.
- General Manager told committee that although Smart Lanes are still new, they have shown positive results in enhancing safety, speeding passenger processing, increasing operational efficiencies and improving the customer experience.

Safety and Security

Human Trafficking

Training Seminar: May 3

- Airport hosted event in collaboration with Airline Ambassadors International and Fulton County Community Court.
- Training drew 100 participants, including contractors, concessionaires, government and law enforcement officials, local businesses and human trafficking advocacy groups. Movie “Sold” was shown.

Global Hero Award Event: May 4

- Airport General Manager accepted award from World Chamber of Commerce.
- Award recognizes the Airport’s achievements in the areas of awareness, prevention, protection, support and law enforcement.
- Director of Security Jan Lennon delivered presentation on ATL’s initiatives.
- Attendees included Ambassador Andrew Young, members of the Georgia Consular Corps as well as state senators and business leaders.

Safety and Security

StormReady Certification

- Airport earned StormReady designation after demonstrating weather-related emergency preparedness.
- Designation demonstrates ATL has tools in place – through planning, education and awareness – to potentially save lives. Nine “We Are StormReady” signs placed on roadways throughout ATL campus.
- Eligibility guidelines are based on population. Given that ATL is the world’s busiest airport, the Airport had to meet the highest standards.
- ATL is the first airport in Georgia and the second commercial site in the state to achieve this distinction. Other StormReady airports include Chicago’s O’Hare and Midway airports and Indianapolis International Airport.

Customer Service

Transportation Network Companies Update

- On Jan. 1, TNCs such as Uber and Lyft began operations at the Airport.

TNC Operations

- January-March 2017: 396,903 pick-ups

Taxi Operations

- January-March 2017: 175,369 pick-ups
- January-March 2016: 194,272 pick-ups
 - Taxi pick-ups have decreased 10% compared with 2016's numbers.

Finance

ATL Business and Finance

- Developing operating budget for FY 2018.
- Working on implementation of new lease, effective FY 2018.
- Participated in investor conferences as we prepare for future bond issuances.

Economic Generation

ATLNext: Terminal Modernization

Landside

- Exterior foundations: Micropile work underway; two pile caps placed.
- Canopy: Fabrication underway; first steel delivery June 17.
- Demolition of North Parking Deck plaza ongoing.
- Ceiling mock-up completed at S-4.

Delta Airside/Atlanta Airline Terminal Complex (AATC)

- Construction activities ongoing at concourses T, A and C.
- Curtain wall, ceiling tile/lighting and seating installation ongoing.

AGTS Level and Wayfinding

- Concourses D and E: Automated People Mover (APM) stations interior modifications mostly complete.
- Pedestrian malls interior rough-ins ongoing.
- Wayfinding signage installation ongoing.

Economic Generation

ATLNext: Other Projects

ATL West Parking Deck

- **Site Preparation:** The contractor (HAMB) submitted pricing to the Department of Aviation for review and approval week of June 5.
Foundation package: The contractor is having pre-proposal meetings with potential bidders.
- Schematic design 100% complete. Design development due June 16.
- Component guaranteed maximum price Rev 1 received June 2.

Cargo 2A/2B Site Preparation

- Submittal phase is ongoing. Bids came in week of June 5 – waiting on owner authorization forms to be reviewed.

Taxiway Replacement 2016

- Phases 3 and 4 complete. Next phase began June 11.

Ramp 3 and 1N Pavement Replacement

- First phase complete; next phase ongoing.

Economic Generation

Airport Diversity

Contractor's Roundtable: Jan. 26

- 78 small, minority and female business owners, along with prime contractors, participated in a half-day session designed to obtain insight from current contractors on what ATL can do to promote the use of diverse contractors.

ATLNext Industry Day: March 7

- More than 500 small, minority and female business owners and prime contractors participated in a full-day session with workshops and panel discussions highlighting ATLNext and how to do business with the Airport.

Economic Generation

Air Service Development: Passenger

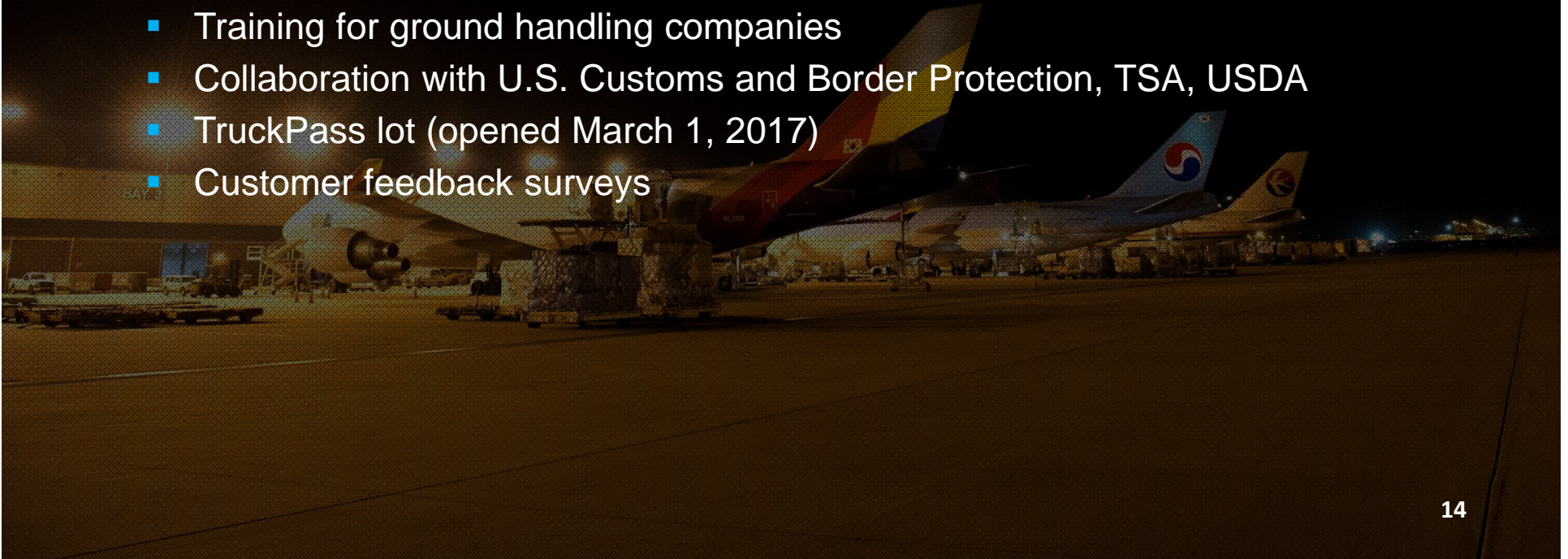
- JetBlue Airways started service to ATL on March 30.
- Airline has five nonstop flights per day to Boston on A320 aircraft.
- JetBlue intends to add service from Atlanta to New York JFK, Fort Lauderdale and Orlando.
- **Economic impact of JetBlue**
 - Annually, the new flight will add more than \$38 million in business revenue to the Airport region and more than \$43 million to Georgia.
- **Job benefits**
 - About 339 jobs in the Airport region and 422 in Georgia.



Economic Generation

Air Service Development: Cargo

- RFP issued for Cargo Building C; expected to be operational before end of 2017.
- Efforts to expand cargo puts focus on highest value verticals: Perishables, pharmaceuticals, e-commerce, postal, aerospace and automotive.
- Leverage Skyteam – alliance of Delta Air Lines, KLM and Air France, among others – for “trade corridors” to make ATL first global gateway in the U.S.
- Programs to improve quality of services offered at ATL.
 - Training for ground handling companies
 - Collaboration with U.S. Customs and Border Protection, TSA, USDA
 - TruckPass lot (opened March 1, 2017)
 - Customer feedback surveys



Economic Generation

Sister Airport Agreement: Jamaica

- ATL signed Sister Airport Agreement with the Airports Authority of Jamaica on Feb. 9.
- The Airports Authority of Jamaica oversees Norman Manley International Airport in Kingston as well as Sangster International Airport in Montego Bay.
- Agreement will:
 - Lead to exchange of ideas to boost efficiencies and traffic.
 - Promote international understanding and goodwill.
- The agreement marks the fourth Memorandum of Understanding (MOU) signed by the City of Atlanta with sister airports.

Economic Generation

Airport Community Job Fair

- March 30 event attracted 1,132 job seekers, with at least 354 individuals hired on the spot.
- 59 participating employers had openings for everything from baristas and baggage handlers to carpenters and cashiers.
- Construction and engineering jobs were also available as ATLNext moves forward.
- Based on employee feedback, ATL now conducts two job fairs a year: spring and fall.
- Since 2010, ATL has hosted seven job fairs, with more than 17,000 candidates.

Environment

GreeningATL Excellence Awards

- Department of Aviation leaders and ATL stakeholders gathered April 21 to celebrate sustainability successes of the past year.
- Event honored individuals and companies that have advanced the triple-bottom line: economic, social and environmental.
- For the first time, organizers presented “CircCouture,” a fashion show combining wearability with sustainability.



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Questions and Answers